APPENDIX B

STATEMENT OF WORK

EXHIBITS

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EXHIBIT 1 (COUNTY RECOGNIZED HOLIDAYS)

New Year's Day.....January 1

Martin Luther King Jr.'s Birthday .....The third Monday in January

Presidents' Day ..... The third Monday in February

Cesar Chavez .....The last Monday in March

Memorial Day ..... The last Monday in May

Independence Day .....July 4

Labor Day..... The first Monday in September

Columbus Day..... The second Monday in October

Veteran’s Day.....November 11

Thanksgiving Day.....The fourth Thursday in November

Friday after Thanksgiving .....The fourth Friday in November

Christmas .....December 25

*If January 1st, July 4th, November 11th or December 25th fall on a Saturday, the preceding Friday is a holiday.

*If January 1st, July 4th, November 11th or December 25th fall on a Sunday, the following Monday is a holiday.

(Los Angeles County Code Ordinance 96-0003 Section 2, 1996)

EXHIBIT 2

PERFORMANCE REQUIREMENTS SUMMARY (PRS) CHART

Dispute Resolution Program FY 2019-20

The Performance Requirements Summary Chart is a listing of the minimum required services and performance that will be monitored during the Subaward Term. The PRS chart lists examples of the types of documents that will be used during monitoring, as well as the standards of performance and acceptable quality level of performance. All listings of services used in the Performance Requirements Summary (PRS) are intended to be completely consistent with the Contract and the SOW, and are not meant in any case to create, extend, revise, or expand any obligation of Contractor beyond that defined in the Contract and the SOW. In any case of apparent inconsistency between services as stated in the Contract and the SOW and this PRS, the meaning apparent in the Contract and the SOW will prevail.

Performance Outcomes	Standards	Acceptable Quality Level	Data Source	Remedies for Non-Compliance
Minimum Cases Opened	Subrecipient shall initiate at least the minimum number of dispute resolution cases each year in each SPA, HUB or SD for which Subrecipient is approved to address disputes.	90%	Program Report	If SUBRECIPIENT performance does not meet the Acceptable Quality Level, the COUNTY will have the option to apply the following remedies: 1) Request a Corrective Action Plan; 2)Suspension of Payment; 3)Suspension of Subaward; 4)Termination of Subaward
Minimum Cases Resolved	The minimum annual number of projected resolved disputes shall be at least fifty percent (50%) of the dispute resolution cases initiated each year.	90%	Program Report	
Minimum Number of Previously Unserved Local Stakeholder Groups	Subrecipient shall project each year a minimum number, not less than one (1), of previously un-served local stakeholder groups. Local stakeholder groups include, but are not limited to, schools, youth-serving organizations, community-based organizations, faith-based organizations, city and county community centers, city and county parks and recreation units, and workplaces.	90%	Program Report	
Key Measures	**Standards**		**Data Source**	**Remedies for Non-Compliance**
Basic DRPA 25 Hour Training (SOW Sections 10.5 and 10.16.1.5.1)	All staff and volunteers who conduct any Dispute Resolution Process under the Subaward will have met the DRPA Act and Regulations Training Requirements.		WDACS Program Monitoring Report	
Public Relations/Information Marketing/Outreach Efforts (SOW Section 10.16.1.1)	At least once a month, a marketing or outreach activity to attract case referrals and/or volunteers will be conducted (i.e. community group presentation, festival booth, meeting with attorneys)		Program Report	

Hub Locations and Zip Code Chart

LA Superior Court Hub Locations, Zip Codes, and Types of Cases

Hubs	Zip Codes	Types of Cases
1 Downtown (Stanley Mosk)		Small Claims Civil Harassment Unlawful Detainer Limited Jurisdiction Personal Injury
2 Alhambra	90022, 90023, 90040, 90058, 90063, 90091, 90601, 90640, 91001, 91002, 91003, 91006, 91007, 91009, 91010, 91011, 91012, 91016, 91017, 91020, 91021, 91023, 91024, 91025, 91030, 91031, 91046, 91050, 91051, 91066, 91077, 91101, 91102, 91103, 91104, 91105, 91106, 91107, 91108, 91109, 91110, 91114, 91115, 91116, 91117, 91118, 91121, 91123, 91124, 91125, 91126, 91129, 91131, 91175, 91182, 91184, 91185, 91186, 91187, 91188, 91189, 91191, 91201, 91202, 91203, 91204, 91205, 91206, 91207, 91208, 91209, 91210, 91214, 91221, 91222, 91224, 91225, 91226, 91501, 91502, 91503, 91504, 91505, 91506, 91507, 91508, 91510, 91521, 91521, 91522, 91523, 91526, 91702, 91706, 91711, 91714, 91715, 91716, 91722, 91723, 91724, 91731, 91732, 91733, 91734, 91735, 91740, 91741, 91744, 91745, 91746, 91747, 91748, 91749, 91750, 91754, 91755, 91756, 91759, 91765, 91766, 91767, 91768, 91769, 91770, 91771, 91772, 91773, 91775, 91776, 91778, 91780, 91788, 91789, 91790, 91791, 91792, 91793, 91795, 91797, 91799, 91801, 91802, 91803, 91804, 91841, 91896, 91899, 92823	Small Claims

3 Downey	90001, 90002, 90061, 90096, 90103, 90201, 90202, 90220, 90221, 90222, 90223, 90224, 90239, 90240, 90241, 90242, 90247, 90248, 90255, 90262, 90270, 90280, 90501, 90502, 90601, 90602, 90603, 90604, 90605, 90606, 90607, 90608, 90609, 90610, 90612, 90631, 90637, 90638, 90639, 90650, 90651, 90652, 90659, 90660, 90661, 90662, 90665, 90670, 90671, 90701, 90702, 90703, 90704, 90706, 90707, 90710, 90711, 90712, 90713, 90714, 90715, 90716, 90717, 90723, 90731, 90732, 90733, 90734, 90744, 90745, 90746, 90747, 90748, 90749, 90755, 90801, 90802, 90803, 90804, 90805, 90806, 90807, 90808, 90809, 90810, 90813, 90814, 90815, 90822, 90831, 90832, 90833, 90834, 90835, 90840, 90844, 90845, 90846, 90847, 90848, 90853, 90888, 90899, 91745	Small Claims
Hubs	**Zip Codes**	**Types of Cases**
4 Inglewood	90008, 90009, 90024, 90025, 90034, 90035, 90038, 90043, 90044, 90045, 90046, 90047, 90048, 90049, 90056, 90064, 90066, 90067, 90069, 90073, 90077, 90080, 90081, 90082, 90083, 90094, 90095, 90209, 90210, 90211, 90212, 90213, 90230, 90231, 90232, 90233, 90245, 90248, 90249, 90250, 90251, 90254, 90260, 90261, 90263, 90264, 90265, 90266, 90267, 90272, 90274, 90275, 90277, 90278, 90290, 90291, 90292, 90293, 90294, 90295, 90296, 90301, 90302, 90303, 90304, 90305, 90306, 90307, 90308, 90309, 90310, 90311, 90312, 90313, 90397, 90398, 90401, 90402, 90403, 90404, 90405, 90406, 90407, 90408, 90409, 90410, 90411, 90501, 90503, 90504, 90505, 90506, 90507, 90508, 90509, 90510, 91301	Small Claims
5 Van Nuys	91040, 91041, 91042, 91043, 91301, 91302, 91303, 91304, 91305, 91306, 91307, 91308, 91309, 91310, 91311, 91312, 91313, 91316, 91321, 91322, 91324, 91325, 91326, 91327, 91328, 91329, 91330, 91331, 91332, 91333, 91334, 91335, 91337, 91340, 91341, 91342, 91343, 91344, 91345, 91346, 91350, 91351, 91352, 91353, 91354, 91355, 91356, 91357, 91363, 91364, 91365, 91366, 91367, 91371, 91372, 91376, 91380, 91381, 91382, 91383, 91384, 91385, 91386, 91387, 91388, 91390, 91392, 91393, 91394, 91395, 91396, 91399, 91401, 91402, 91403, 91404, 91405, 91406, 91407, 91408, 91409, 91410, 91411, 91412, 91413, 91416, 91423, 91426, 91436, 91470, 91482, 91495, 91496, 91497, 91499, 91601, 91602, 91603, 91604, 91605, 91606, 91607, 91608, 91610, 91611, 91612, 91614, 91615, 91616, 91617, 91618, 93243, 93532	Small Claims Civil Harassment
6 Compton	90220, 90221, 90222, 90223, 90224	Civil Harassment

7 Long Beach	90001, 90002, 90023, 90040, 90058, 90061, 90096, 90103, 90201, 90202, 90220, 90221, 90222, 90223, 90224, 90239, 90040, 90241, 90242, 90247, 90248, 90249, 90254, 90255, 90260, 90262, 90266, 90267, 90270, 90274, 90275, 90277, 90278, 90280, 90501, 90502, 90503, 90504, 90505, 90506, 90507, 90508, 90509, 90510, 90601, 90602, 90603, 90604, 90605, 90606, 90607, 90608, 90609, 90610, 90612, 90631, 90637, 90638, 90639, 90650, 90651, 90652, 90659, 90660, 90661, 90662, 90665, 90670, 90671, 90701, 90702, 90703, 90706, 90707, 90710, 90711, 90712, 90713, 90714, 90715, 90716, 90717, 90723, 90731, 90732, 90733, 90734, 90744, 90745, 90746, 90747, 90748, 90749, 90755, 90801, 90802, 90803, 90804, 90805, 90806, 90807, 90808, 90809, 90810, 90813, 90814, 90815, 90822, 90831, 90832, 90833, 90834, 90835, 90840, 90842, 90844, 90845, 90846, 90847, 90848, 90853, 90888, 90899, 91745	Civil Harassment Unlawful Detainer
Hubs	**Zip Codes**	**Types of Cases**
8 Norwalk	90650, 90651, 90652, 90659	Civil Harassment
9 Pasadena	90063, 90601, 91001, 91002, 91003, 91006, 91007, 91009, 91010, 91011, 91012, 91016, 91017, 91020, 91021, 91023, 91024, 91025, 91030, 91031, 91040, 91041, 91042, 91043, 91046, 91050, 91051, 91066, 91077, 91101, 91102, 91103, 91104, 91105, 91106, 91107, 91108, 91109, 91110, 91114, 91115, 91116, 91117, 91118, 91123, 91124, 91125, 91126, 91129, 91131, 91175, 91182, 91184, 91185, 91186, 91187, 91189, 91191, 91201, 91202, 91203, 91204, 91205, 91206, 91207, 91208, 91209, 91210, 91214, 91221, 91222, 91224, 91225, 91226, 91310, 91311, 91312, 91313, 91321, 91322, 91324, 91325, 91326, 91327, 91328, 91329, 91330, 91331, 91332, 91333, 91334, 91340, 91341, 91342, 91343, 91344, 91345, 91346, 91350, 91351, 91352, 91353, 91354, 91355, 91380, 91381, 91382, 91383, 91384, 91385, 91386, 91387, 91390, 91392, 91393, 91394, 91395, 91501, 91502, 91503, 91504, 91505, 91506, 91507, 91508, 91510, 91521, 91522, 91523, 91526, 91702, 91706, 91711, 91714, 91715, 91716, 91722, 91723, 91724, 91731, 91732, 91733, 91734, 91735, 91740, 91741, 91744, 91745, 91746, 91747, 91748, 91749, 91750, 91754, 91755, 91756, 91759, 91765, 91766, 91767, 91768, 91769, 91770, 91771, 91772, 91773, 91775, 91776, 91778, 91780, 91788, 91789, 91790, 91791, 91792, 91793, 91795, 91797, 91799, 91801, 91802, 91803, 91804, 91841, 91896, 91899, 92823, 93243, 93532, 93536	Civil Harassment Unlawful Detainer
10 Pomona	91766, 91767, 97168, 91769, 91799	Civil Harassment
11 San Fernando	91340, 91341, 91342	Civil Harassment

Hubs	Zip Codes	Types of Cases
12 Santa Monica	90008, 90009, 90024, 90025, 90038, 90043, 90044, 90045, 90046, 90047, 90048, 90049, 90050, 90051, 90052, 90053, 90054, 90055, 90056, 90064, 90066, 90067, 90069, 90073, 90077, 90080, 90081, 90083, 90094, 90095, 90209, 90210, 90211, 90212, 90213, 90230, 90231, 90232, 90233, 90245, 90250, 90251, 90261, 90263, 90264, 90265, 90272, 90290, 90291, 90292, 90293, 90294, 90295, 90296, 90301, 90302, 90304, 90305, 90306, 90307, 90308 90309, 90310, 90311, 90312, 90313, 90397, 90398, 90401, 90402, 90403, 90404, 90405, 90406, 90407, 90408, 90409, 90410, 90411, 91301, 91302, 91303, 91304, 91305, 91306, 91307, 91308, 91309, 91316, 91335, 91337, 91356, 91357, 91363, 91364, 91365, 91366, 91367, 91371, 91372, 91376, 91388, 91396, 91399, 91401, 91402, 91403, 91404, 91405, 91406, 91407, 91408, 91409, 91410, 91411, 91412, 91413, 91416, 91423, 91426, 91436, 91470, 91482, 91495, 91496, 91497, 91499, 91601, 91602, 91603, 91604, 91605, 91606, 91607, 91608, 91609, 91610, 91611, 91612, 91614, 91615, 91616, 91617, 91618	Civil Harassment Unlawful Detainer
13 Torrance	90501, 90503, 90504, 90505, 90507, 90508, 90509, 90510	Civil Harassment
14 Antelope Valley	91350, 91390, 92397, 93510, 93519, 93523, 93532, 93534, 93535, 93536, 93539, 93543, 93544, 93550, 93551, 93552, 93553, 93563, 93584, 93585, 93586, 93590, 93591, 93599	Small Claims Civil Harassment Unlawful Detainer

Workforce Development, Aging and Community Services

Information Statement (Sample)

The goal of this *(insert process type here, i.e. Conciliation or Mediation)* is to help you and the other person(s) reach an agreement or understanding on the issue or issues.

The communication between you and the other person(s) will be assisted by someone called a neutral. The neutral has been trained to provide Dispute Resolution Services. The neutral will try to help you and the other person(s) overcome stumbling blocks, lessen tension, better understanding each other's views, and have a productive communication.

The neutral will not provide advice, opinions, legal advice, make any decisions, provide judgment, conduct research, or take sides.

You can have the right to counsel. Your counsel may not *(insert specific counsel participation rules if any).*

You have the right to call and question witnesses that may help resolve the dispute.

Any agreement made as a result of this *(insert process here)* will not be admissible and/or enforceable in court unless all Disputants agree to make it admissible and/or enforceable.

If you have any issues or concerns about any aspect of this process and/or services, contact *(insert name and telephone number of appropriate person at your organization under the requirements in Statement of Work).*

Mediation Week Award Nominations Form

The following are questions contractors may want to answer when submitting nominations:

Outstanding Case Award

What type of case was it and what were some of the issues involved?
How many parties, individuals, and/or organizations were involved?
Who were the parties and what was their relationship? (Can change identifying information)
How long had the dispute been in existence?
What other means had been attempted to resolve the dispute?
How and/or why did the parties decide to access the contractor services?
Who was the neutral(s) on the case?
How long did the mediation/conciliation last (e.g. hours and or # of sessions)?
What aspects of the dispute made it particularly challenging?
What made the dispute and how it was mediated/conciliated unique and/or particularly worthy of highlighting?
What type of feedback was provided by the disputants regarding the process and the neutral?
What is the current status of the parties' satisfaction and relationship after the mediation/conciliation?
What is the current status of the agreement? Did both parties adhere to it?

The William C. Hobbs Award for Outstanding Adult Volunteer

How long has the individual volunteered for the program?
How many hours have they volunteered?
How many mediations/conciliations have they conducted?
For what types of disputes have they served as a neutral?
Do they volunteer for the program in any other way (e.g. outreach, serving on a board, training)?
What makes this individual special or unique among your volunteers?
What special qualities and/or skills do they have that strengthens the program?
How have disputants felt about them?
How does staff feel about them?
In what other ways have they benefited the program?
How do they demonstrate the spirit of volunteerism?

Outstanding Youth Volunteer Award

How long has the individual volunteered for the program?
How many hours have they volunteered?
How many mediations/conciliations have they conducted?
For what types of disputes have they served as a neutral?
Do they volunteer for the program in any other way (e.g. outreach, serving on a board, and training)?
What makes this individual special or unique among your volunteers?
What special qualities and/or skills do they have that strengthens the program?
How have disputants felt about them?
How does staff feel about them?
In what other ways have they benefited the program?

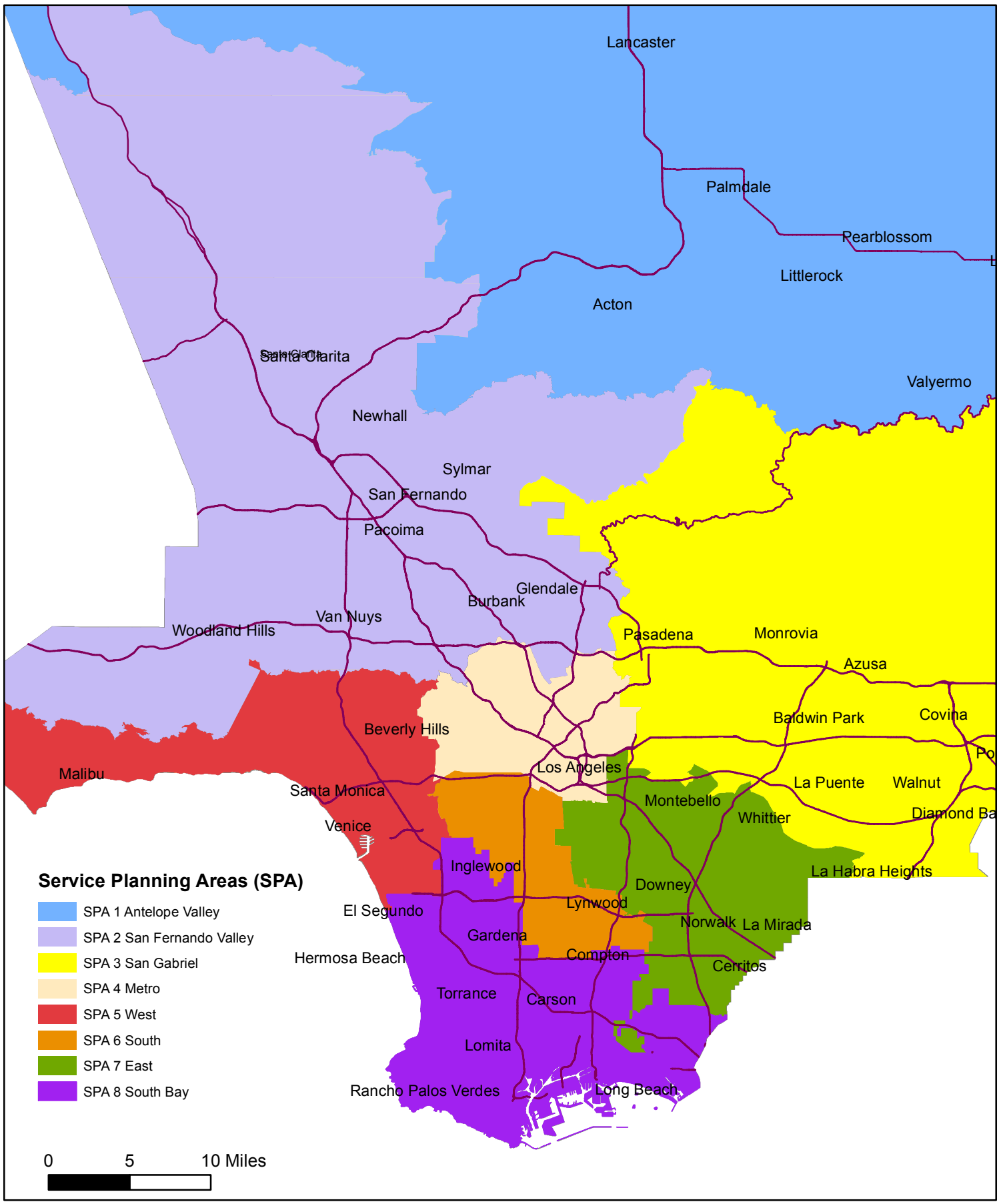
How do they demonstrate the spirit of volunteerism?

Outstanding Project Award

What is the project, its mission, and how does it operate?
How has the project benefited the program in terms of any of the following: (1) Serving more individuals (2) Increasing the quality of the service (3) Increasing access to the services?
How was the project's mission/goal evaluated or measured?
Who were the personnel involved in the project?
How much time did the project take in terms of manpower hours and/or calendar days/months?

Outstanding Staff Award (optional award-may not be awarded every year)

Staff is expected to perform the daily duties for your program. It is important that the nomination is not a just a list of duties that are performed as part of your program. What is "above and beyond the call of duty" and exemplary should be featured.


Lancaster
Palmdale
Rearblossom
Littlerock
Acton
Santa Clarita
Valyermo
Newhall
Sylmar
San Fernando
Pacoima
Glendale
Burbank
Van Nuys
Woodland Hills
Pasadena
Monrovia
Azusa
Baldwin Park
Covina
Beverly Hills
Malibu
Los Angeles
Santa Monica
La Puente
Walnut
Montebello
Whittier
Venice
Inglewood
La Habra Heights
Downey
Lynwood
El Segundo
Norwalk
La Mirada
Gardena
Hermosa Beach
Compton
Cerritos
Torrance
Carson
Lomita
Rancho Palos Verdes
Long Beach
Service Planning Areas (SPA)
SPA 1 Antelope Valley
SPA 2 San Fernando Valley
SPA 3 San Gabriel
SPA 4 Metro
SPA 5 West
SPA 6 South
SPA 7 East
SPA 8 South Bay
0
5
10 Miles

Workforce Development, Aging and Community Services
Dispute Resolution Program
Outreach Activity Form 20____ (Year)

OUTREACH EVENTS & ACTIVITIES			
Description of Event or Activity	**Date(s) of Event or Activity**	**# of People Reached**	**Description(s) of unserved and/or underserved population(s) reached (if any)**

Appendix B | **Exhibit 8**

Workforce Development, Aging and Community Services

Dispute Resolution Program

Monthly Activity Report: Summary

FY 2019-20

Subrecipient: _____ Month: _____ Fiscal Year: _____

PART A. DISPUTE RESOLUTION ACTIVITY SUMMARY

1. Program Inquiries (Source of Inquire)	
Agency Website	
Attorney(s)	
County Bar Association	
Courts	
Government/Public Organization or Agency	
Law Enforcement Agency	
Poster/Advertisement	
Presentation/Speaker	
Private or Non-Profit Organization	
Prosecutorial Office	
Schools	
Self-Referral	
Small Claims Advisory	
Private Individual	
Other	
Unknown/Declined to State	
Total Program Inquiries	**0**

2. Types of Cases Initiated: _____	

3. Types of Resolution Services	
Conciliation	
Mediation	
Total Cases Resolved	**0**
4. % of DRP Services Provided by Volunteers	
5. Follow-up Surveys Sent to Disputants	
6. Staff/Volunteers Completing 25 Hour DRPA Training	
7. Volunteers Completing at least 4 Hours of Continuing Education	
8. Marketing/Outreach Events and Activities	
9. Number of People Reached with Marketing/Outreach	

Workforce Development, Aging and Community Services

Dispute Resolution Program

Monthly Activity Report: Initiated Proceedings

PART B. DETAILS OF INITIATED PROCEEDINGS

1. Disputant Description	
Self Representing:	
Business	
Individual/Self	
Insurance Company	
Other	
Attorney Representing:	
Business	
Government Entity	
Individual/Self	
Insurance Company	
Other	
Total	**0**

2. Disputant Frequency	
First Time Client	
Repeat Client	
Declined to State	
Total	**0**

3. Self-Identified Gender	
Male	
Female	
Other	
Declined to State	
N/A (businesses, organizations, etc.)	
Total	**0**

4. Self-Identified Age	
17 and Under	
18-39	
40-64	
65 and over	
Declined to State	
N/A (businesses, organizations, etc.)	
Total	**0**

5. Self-Identified Ethnicity	
American Indian/Native Alaskan	
Asian/Pacific Islander	
Black/African American	
Hispanic/Latino	
White	
Multiple Ethnicities/Races	
Other	
Declined to State	

N/A (businesses, organizations, etc.)	
Total	**0**
6. Self-Identified Primary Language	
Armenian	
Cambodian	
English	
Farsi	
Korean	
Mandarin/Cantonese/Tawinese	
Russian	
Spanish	
Tagalog	
Vietnamese	
Other	
Declined to State	
N/A (businesses, organizations, etc.)	
Total	**0**
7. Self-Identified Annual Household/Business Income	
$20,000 or less	
$20,001-$30,000	
$30,001-$50,000	
$50,001 and Over	
Declined to State	
N/A (businesses, organizations, etc.)	
Total	**0**
8. Self-Identified Disability Status *(Optional)* ***participants must self-identify; inquiring outside of self-identification may violate certain laws***	
Yes	
No	
Declined to State	
N/A (businesses, organizations, etc.)	
Total	**0**
9. Self-Identified Homeless Status	
Yes	
No	
Declined to State	
N/A (businesses, organizations, etc.)	
Total	**0**

Workforce Development, Aging and Community Services

Dispute Resolution Program

Monthly Activity Report: Zip Codes

PART C. INITIATED PROCEEDINGS' ZIP CODE DETAILS

Zip Code	Business-Business	Consumer-Merchant	Criminal-Restorative Justice	Family-Domestic	Government-Public Agency	Landlord-Tenant	Neighbor-Neighbor	Organizational	Personal Injury-Property Damage	Schools	Workplace Related	Other	Total
90001													0
90002													0
90003													0
90004													0
90005													0
90006													0
90007													0
90008													0
90009													0
90010													0
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Total	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**

Workforce Development, Aging and Community Services

Dispute Resolution Program

Monthly Activity Report: Resolved Cases

PART D. DETAILS OF RESOLVED CASES

1. Types of Cases

Community	
Restorative Justice	
Day of Hearing	
Small Claims	
Limitied Jurisdiction	
Unlawful Detainer	
Civil Harassment	
Other	
Total	**0**

2. Duration of Process

1 Month or Less	
2-3 Months	
4-6 Months	
7-12 Months	
More than 12 Months	
Total	**0**

3. Dispute Details

Dispute Type Totals		Types of Bias, Hatred, or Prejudice per Dispute					
		Possibly Hate-Motivated	Race/Ethnicity/ National Origin	Sexual Orientation	Religion	Gender	Disability
Business-Business							
Consumer-Merchant							
Criminal							
Familiy/Domestic							
Government/Public Agency							
Landlord-Tenant							
Neighbor-Neighbor							
Organizations							
Personal Injury/Property Damage							
Students							
Workplace-Related							
Other							
Total	**0**	**0**	**0**	**0**	**0**	**0**	**0**

PARTICIPANT FOLLOW-UP SURVEY
REQUIRED QUESTIONS AND ANSWERS FORMAT

1. **How would you rate the overall services received?**

   Excellent Good Fair Poor Very Poor Other (describe)

2. **How would you rate the fairness of the process used?**

   Extremely Fair Very Fair Fair Unfair Very Unfair Other (describe)

3. **How willing are you to use the services again?**

   Extremely Willing Very Willing Willing Unwilling Very Unwilling Other (describe)

4. **How willing are you to recommend the services to others?**

   Extremely Willing Very Willing Willing Unwilling Very Unwilling Other (describe)

Answer the following questions only if there was an agreement:

1. **How would you rate the fairness of the agreement?**

   Extremely Fair Very Fair Fair Unfair Very Unfair Other (describe)

2. **How would you rate the adequacy of the agreement?**

   Extremely Adequate Very Adequate Adequate Inadequate Very Inadequate Other (describe)

3. **Did you have difficulty in carrying out your part of the agreement?**

   Yes, a lot Yes, some No, none at all Not so far It's too early to tell

4. **Did you have any difficulty with the other disputant(s) carrying out their part of the agreement?**

   Yes, a lot Yes, some No, none at all Not so far It's too early to tell

Dispute Resolution Program
Participant Follow-Up Survey Annual Results Form and Instructions

Within three months of the end of each fiscal year, Subrecipient shall compile the results of all the follow-up surveys completed by Participants who participated in a dispute resolution service that year and submit this report to the DRP Coordinator. All subaward provisions relating to the Follow-Up Surveys, as detailed in the Statement of Work, shall be followed. Subrecipients that are funded for more than one component (Community, Day of Hearing, and Restorative Justice) must submit a separate report for each funded component. Surveys in which Participants answered some but not all of the questions should be included in this report. Subrecipient shall also submit copies of all surveys in which Participants wrote comments or all such comments should be compiled and submitted in a separate document, indicating which question to which each comments was provided.

DRP Follow-Up Survey Results FY		Resolved Cases		Unresolved Cases		Total Cases	
Question	Answer	# Replies	%	# Replies	%	# Replies	%
Overall Service	Excellent						
	Good						
	Fair						
	Poor						
	Very Poor						
	Other						
Total			100%		100%		100%
Fairness of the Process Used	Extremely Fair						
	Very Fair						
	Fair						
	Unfair						
	Very Unfair						
	Other						
Total			100%		100%		100%
Willingness to Utilize the Services Again	Extremely Willing						
	Very Willing						
	Willing						
	Unwilling						
	Very Unwilling						
	Other						
Total			100%		100%		100%
Willingness to Recommend the Services to Others	Extremely Willing						
	Very Willing						
	Willing						
	Unwilling						
	Very Unwilling						
	Other						
Total			100%		100%		100%
DRP Follow-Up Survey Results FY		Resolved Cases		Unresolved Cases		Total Cases	
Question	Answer	# Replies	%	# Replies	%	# Replies	%
Fairness of the Agreement	Extremely Fair						
	Very Fair						
	Fair						

	Unfair						
	Very Unfair						
	Other						
Total			100%		100%		100%
Adequacy of the Agreement	Extremely Adequate						
	Very Adequate						
	Adequate						
	Inadequate						
	Very Inadequate						
	Other						
Total			100%		100%		100%
Difficulties in Carrying Out Your Part of the Agreement	Yes, A lot						
	Yes, Some						
	No, None						
	Not So Far						
	Too Early to Tell						
Total			100%		100%		100%
Difficulties with Other Participant Carrying Out Their Part of the Agreement	Yes, A lot						
	Yes, Some						
	No, None						
	Not So Far						
	Too Early to Tell						
Total			100%		100%		100%

Return Rate		
A. # of Cases Initiated in Fiscal Year		
B. # Total Participants in Those Cases Initiated		
C. # Surveys Completed By Those Participants		
Percent Return Rate *		

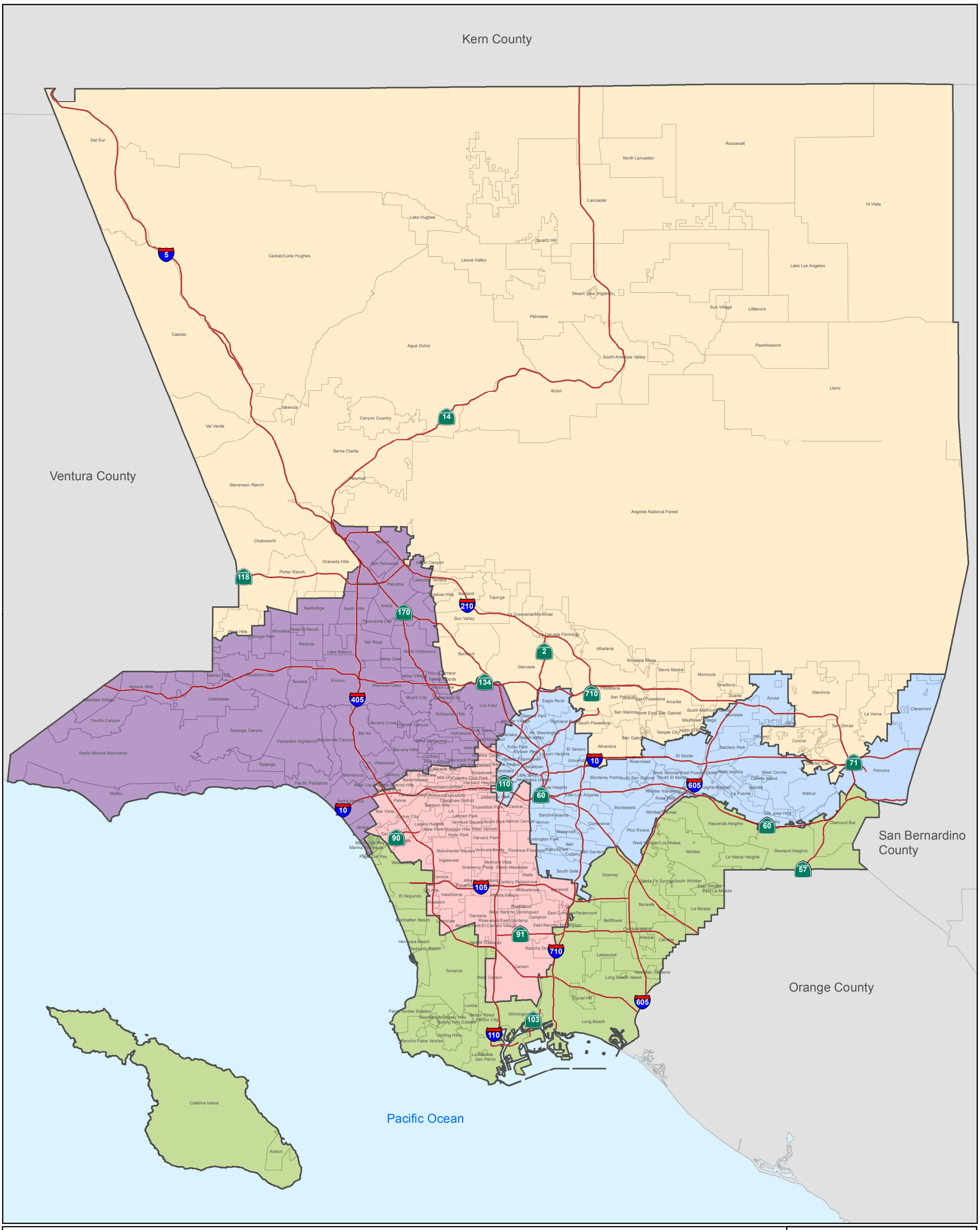
* (100 divided by B) times C

Subrecipient Authorized Signature FY Reportng

Appendix B

Los Angeles County Supervisorial Districts

Exhibit 11



*Please note that Catalina Island is not to scale.

Workforce Development, Aging and Community Services, Research & Statistics Division ***3/9/2017***